



## DEPARTMENT OF THE NAVY

COMMANDER  
NAVY REGION, MID-ATLANTIC  
6506 HAMPTON BLVD.  
NORFOLK, VA 23508-1273

IN REPLY REFER TO:

COMNAVREGMIDLANT/SOPA  
(ADMIN) HRINST 5370.1  
N01IG

22 FEB 2000

COMNAVREG MIDLANT/SOPA(ADMIN)HAMPTON ROADS INSTRUCTION 5370.1

Subj: COMMANDER, NAVY REGION, MID-ATLANTIC HOTLINE PROGRAM

Ref: (a) SECNAVINST 5370.5A

1. Purpose. To establish Commander, Navy Region, Mid-Atlantic (COMNAVREG MIDLANT) policy, assign responsibilities, and outline procedures concerning the COMNAVREG MIDLANT Hotline Program.

2. Background

a. The COMNAVREG MIDLANT Hotline Program is available to all military personnel, DoD civilian employees and members of the civilian community. The program is established to assist in eliminating fraud, waste, and abuse. The Hotline will provide assistance in resolving complaints and grievances throughout the Mid-Atlantic Region. This program is designed to assist in the effective management of resources and enhance the services provided by COMNAVREG MIDLANT.

b. Many channels exist for registering complaints, grievances and suspected mismanagement. When the channels are inappropriate due to prior reluctance or inability to resolve an issue, or when threat of reprisal exists, personnel are encouraged to utilize the COMNAVREG MIDLANT Hotline Program.

3. Policy. It is the policy of COMNAVREG MIDLANT to effectively manage resources; deter fraud, waste, and abuse; and assist in resolving complaints and grievances per reference (a). The Commander has designated the Inspector General (IG) Investigations Office (N01IG) to receive and report Hotline calls in accordance with reference (a) and the procedures contained in this instruction. The COMNAVREG MIDLANT Hotline Program will ensure prompt, responsive, and impartial action is taken to investigate and resolve all allegations. The Commander will review all Hotline inquiries and results will be reported via the chain of command when appropriate. The Hotline number is 444-BASE and is accessible 24 hours per day.

4. Responsibilities

22 FEB 2000

a. Personnel. All U. S. military personnel and DoD civilian employees assigned to military establishments in the Mid-Atlantic Region are responsible for reporting suspected improprieties through established command channels. Personnel should provide complete, accurate information and a telephone number where they can be reached. Members of the civilian community desiring to report possible improprieties may also use the COMNAVREG MIDLANT Hotline. Although personnel are encouraged to identify themselves, identities will remain confidential, if requested by the caller.

b. IG Investigations Office

(1) Ensure the Hotline telephone/recorder is accessible 24 hours per day and the recorder is checked daily, except for weekends and holidays, for incoming calls.

(2) Contact caller as required to obtain additional information to ensure timely and complete investigation.

(3) Task investigative responsibility to the appropriate level of command based on the nature of the complaint and the requirement to ensure the independence of investigating officials.

(4) Maintain liaison with the investigating command/department to provide assistance, and as required, authorize extensions to the time period required to investigate and respond to the Hotline call.

(5) Forward completed reports of investigation, including recommendations and resolutions, to the Commander/Chief of Staff. Consult with Staff Judge Advocate (Code OOL) when appropriate. Provide response to the complainant when appropriate.

c. Investigating Commands/Departments

(1) Commanders and commanding officers are responsible for prompt and impartial processing of referred Hotline complaints and will ensure that standards of independence, completeness, timeliness and accountability are met during the course of the investigation.

(2) Provide a written report of investigation including action taken to resolve the complaint to COMNAVREG MIDLANT (N01IG). A preliminary report should be provided and extension requested from COMNAVREG MIDLANT (N01IG), telephone 322-2766, if the investigation cannot be completed by the established due date.

22 FEB 2000

(3) Contact caller, when appropriate, to obtain additional information required to resolve the complaint and to inform the complainant of the results of the investigation and corrective action.

(4) Maintain confidentiality, as appropriate, during investigation.

(5) Monitor corrective action taken, to ensure effectiveness.

5. Action. All commands in the Mid-Atlantic Region will disseminate the information provided in this instruction throughout areas under their purview, maintain and demonstrate a supportive attitude toward the Hotline Program, and assist the IG Investigations Office as appropriate.



W.L. DILLINGER  
Chief of Staff

Distribution (COMNAVBASENORVA/SOPA(ADMIN)HAMPINST 5216.2X)

List II  
List III  
List V  
List VI  
List IX  
List X

(600 copies)

Stocked by: COMNAVREG MIDLANT (N1023)

